

# **GENERAL SERVICES ADMINISTRATION**

## **Federal Acquisition Service** *Authorized Federal Supply Schedule Price List*

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through **GSA Advantage!**<sup>™</sup>, a menu-driven database system. The INTERNET address for **GSA Advantage!**<sup>™</sup> is: **<http://www.GSAAdvantage.gov>**.

### **Schedule for - Language Services**

**Federal Supply Group:** 738      **Class:** R608

**Contract Number:** GS-10F-0277W

**For more information on ordering from Federal Supply Schedules**

**click on the FSS Schedules button at <http://www.gsa.gov/schedules-ordering>**

**Contract Period:** August 18, 2010 through August 17, 2015

**Contractor:** Abacus-N-Bytes, Inc. (DBA TCS Associates)  
11141 Georgia Ave, Suite 200  
Wheaton, MD 20902 1900

**Business Size:** Small, Disadvantaged, Woman Owned Business

**Telephone:** (240) 292-7626

**FAX Number:** (301) 942-9110

**Web Site:** [www.TCSassociates.com](http://www.TCSassociates.com)

**E-mail:** [bryan@TCSassociates.com](mailto:bryan@TCSassociates.com)

**Contract Administration:** Bryan Moseley

**CUSTOMER INFORMATION:**

- 1a. **Table of Awarded Special Item Number(s) with appropriate cross-reference to page numbers:** 382-5, 382-5RC
- 1b. **Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply.**
- 1c. **If the Contractor is proposing hourly rates a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate "Not applicable" for this item.**
2. **Maximum Order:** \$1,000,000.00
3. **Minimum Order:** \$100.00
4. **Geographic Coverage (delivery Area):** Domestic and Overseas
5. **Point(s) of production (city, county, and state or foreign country):** Same as company address
6. **Discount from list prices or statement of net price:** Government net prices (discounts already deducted). See Attachment.
7. **Quantity discounts:** None Offered
8. **Prompt payment terms:** Net 30 days
- 9a. **Notification that Government purchase cards are accepted up to the micro-purchase threshold:** Yes
- 9b. **Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold:** will accept over \$3,000
10. **Foreign items (list items by country of origin):** None
- 11a. **Time of Delivery (Contractor insert number of days):** Specified on the Task Order
- 11b. **Expedited Delivery. The Contractor will insert the sentence "Items available for expedited delivery are noted in this price list." under this heading. The Contractor may use a symbol of its choosing to highlight items in its price list that have expedited delivery:** Contact Contractor
- 11c. **Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery:** Contact Contractor
- 11d. **Urgent Requirements. The Contractor will note in its price list the "Urgent Requirements" clause of its contract and advise agencies that they can also contact the Contractor's representative to effect a faster delivery:** Contact Contractor

**CUSTOMER INFORMATION:**

- 12. **F.O.B Points(s):** Destination
- 13a. **Ordering Address(es):** Same as Contractor
- 13b. **Ordering procedures:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's), and a sample BPA can be found at the GSA/FSS Schedule homepage ([fss.gsa.gov/schedules](http://fss.gsa.gov/schedules)).
- 14. **Payment address(es):** Same as company address
- 15. **Warranty provision.:** Contractor's standard commercial warranty.
- 16. **Export Packing Charges (if applicable):** N/A
- 17. **Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level):** Contact Contractor
- 18. **Terms and conditions of rental, maintenance, and repair (if applicable):** N/A
- 19. **Terms and conditions of installation (if applicable):** N/A
- 20. **Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable):** N/A
- 20a. **Terms and conditions for any other services (if applicable):** N/A
- 21. **List of service and distribution points (if applicable):** N/A
- 22. **List of participating dealers (if applicable):** N/A
- 23. **Preventive maintenance (if applicable):** N/A
- 24a. **Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants:** N/A
- 24b. **If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contactor's website or other location.) The EIT standards can be found at:** [www.Section508.gov/](http://www.Section508.gov/).
- 25. **Data Universal Numbering System (DUNS) number:** 11-2636170
- 26. **Notification regarding registration in Central Contractor Registration (CCR) database:** Registered

**CUSTOMER INFORMATION:**

SERVICE PROPOSED	TIME FRAME REQUESTED	PRICE OFFERED TO GSA (including IFF)
General Sign Language Interpreting	>3 days	\$70.93
General Sign Language Interpreting	<3 days	\$85.11
General Sign Language Interpreting	<24-Hours	\$92.90
Specialized Sign Language Interpreting	>3 days	\$83.02
Specialized Sign Language Interpreting	<3 days	\$99.64
Specialized Sign Language Interpreting	<24-Hours	\$107.94
Video Remote Interpreting (VRI)	>5 Hours	\$2.76
Video Remote Interpreting (VRI)	<5 Hours	\$3.32
Video Relay Services (VRS)	N/A	\$8.74
Text Relay Services (TRS)	N/A	\$3.13
On-Site CART Services	>3 days	\$133.22
On-Site CART Services	<3 days	\$143.10
On-Site CART Services	<24-Hours	\$153.00
Remote CART Services	>3 days	\$122.42
Remote CART Services	<3 days	\$127.80
Remote CART Services	<24-Hours	\$131.40

## **CUSTOMER INFORMATION:**

### **LABOR CATEGORY AND SERVICE DESCRIPTIONS**

TCS offers a wide range of interpreting services to match virtually any environment, scenario or audience. In order to facilitate communication between hearing and deaf or hard of hearing people, TCS provides experienced individuals who can interpret sign language using the following modes:

**American Sign Language (ASL)** is comparable in complexity and expressiveness to spoken languages. It is not a form of English. It has its own distinct grammatical structure, which must be mastered in the same way as the grammar of any other language. ASL differs from spoken language in that it is visual rather than auditory and is composed of precise hand shapes and movements.

**Pidgin Signed English (PSE)** is a term that refers to a contact language or blended form of English and ASL. Often used when d/Deaf people and hearing people attempt to communicate.

**Manually Coded English (MCE)** utilizes invented manual codes to represent the aural/oral language of English, accompanied by spoken or inaudible mouthed English.

**Tactile/Deaf-Blind Interpretation** is a technique where the client places her/his hands over the hands of the interpreter, in order to read signs through touch and movement. Tactile signing can be taxing for interpreters, and may require more frequent interpreter switches or breaks. The interpreter should supply both auditory and visual information to the client. It is important to determine a seating arrangement that is comfortable to both the client and the interpreter. Tactile signing is used by clients who have very limited vision and by those who are blind.

**Cued Speech Transliteration** is a sound-based visual communication system that, in English, uses eight hand shapes in four different locations ("cues") in combination with the natural mouth movements of speech, to make all the sounds of spoken language look different.

**Oral Transliteration** is used to facilitate spoken communication between individuals who are deaf or hard of hearing and use speech and speech reading as their primary mode of communication, and other persons. These speech readers may or may not also know or use manual communication or sign language. Oral transliteration, however, does not normally include any use of sign language. Oral transliterators may also "voice"; for speakers who use no voice, or whose voices are difficult for listeners to understand.

**Video Remote Interpreting (VRI)** is a convenient professional interpreting service that enables deaf/hard of hearing and hearing individuals who are in the same location to easily conduct conversations through an interpreter, using the NexTalk platform, over a high-speed Internet connection. VRI is for both deaf/hard of hearing and hearing individuals who need to converse with each other. VRI can take the place of scheduling a local interpreter to come onsite to a location.

## **CUSTOMER INFORMATION:**

### **SIGN LANGUAGE INTERPRETING LABOR CATEGORIES**

#### **Standard Interpreter**

Standard Interpreters possess skills in a broad range of general interpreting assignments. Standard Interpreters are used in general assignments including, but not limited to, staff/business meetings, interviews, training courses, performance evaluations, and education classes.

**Minimum/General Experience:** Three or more years in interpreting services. Interpreters must have demonstrated proficiency in grammar and spelling.

**Functional Responsibility:** Responsible for providing sign language interpreting services to the client receiving services.

**Minimum Education:** A minimum of an Associate's Degree in relevant area. An additional two years of experience in the relevant area may be substituted for an Associate's Degree.

#### **Specialized Interpreter**

Specialized Interpreters have professional knowledge in a specific area of interpreting. Specialized Interpreters are utilized in judicial, medical, scientific, technical, or security cleared interpreting tasks. The Specialized Interpreters necessitate an understanding vocabulary and concepts depending on their specialized area. Medical interpretation generally includes: doctor's appointments, interpretation at a hospital and/or medical care facility, or interpretation services at training/workshops/seminars where the subject matter is medical in nature. Legal interpretation generally includes: attorney-client meetings, preliminary hearings, depositions, trials, and arraignments. Tactile signing involves interpreting for people who are blind as well as deaf by making manual signs into a person's hands. Highly technical/scientific interpretation typically involves working with deaf consumers who hold advanced degrees in their respective fields. TCS has several interpreters on staff with differing levels of Security to fit the needs of Secured Government sites as well as any meetings that may require a security clearance.

**Minimum/General Experience:** Five or more years in interpreting services. Interpreters must have demonstrated proficiency in grammar and spelling.

**Functional Responsibility:** Responsible for providing sign language interpreting services to the client receiving services.

**Minimum Education:** A minimum of a Bachelor's Degree in relevant area. No experience can be substituted for Bachelor's Degree.

**Requirements for all TCS Interpreters:** TCS prides itself in providing Certified and qualified interpreters for each and every assignment. Our interpreters have been selected based on their backgrounds in technical interpreting, their familiarity with the federal sector, and their proven competencies in the type of interpreting required by the consumer.

Below are the minimum requirements to be expected from TCS interpreters for the GSA contract:

- TCS interpreters will have, at minimum, one or more of the following certifications; NAD Level III or higher, RID NIC or higher, and/or RID CSC.
- All of TCS's interpreters have more than three years of professional experience in interpreting job(s) and are proficient in sign-to-voice and voice-to sign transliteration. Our interpreters have knowledge of the deaf community and deaf culture, which allow them to be aware of the needs of the deaf and hard of hearing community.
- Before being hired, TCS interpreters have to pass competency evaluation performed by the TCS staff.

### **CUSTOMER INFORMATION:**

#### **Video Remote Interpreter**

Video Remote Interpreters provide interpreting through our secure NexTalk platform over the internet to provide interpreting in all business settings without the need of having an actual interpreter onsite. Video Remote Interpreting is a best value offering for emergency last minute meetings and scheduled meetings that may take place for less than one hour.

TCS Associates is able to offer Secured Interpreters for any VRI assignments if the need arises. TCS sets itself apart by offering secured interpreters for Video Remote Interpreting. These services are offered using TCS' secure platform, NexTalk, and provide interpreters that hold Security Clearances for client that should need that service. Those lines of services are secured lines and the NexTalk platform has met the FIPS 140-2 security requirements.

**Minimum/General Experience:** Three or more years in interpreting services. Interpreters must have demonstrated proficiency in grammar and spelling.

**Functional Responsibility:** Responsible for providing sign language interpreting services to the client receiving services.

**Minimum Education:** A minimum of an Associate's Degree in relevant area. An additional two years of experience in the relevant area may be substituted for an Associate's Degree.

### **SIGN LANGUAGE INTERPRETING ASSIGNMENT CATEGORIES**

**General Assignments:** This is the classification where most of the requests fall under. Our certified interpreters are matched with the type of request in order to better match the deaf or hard of hearing customer with the interpreter's specialty. Some of the most common assignments include training sessions, workshops, presentations, conferences and meetings, among others.

**Specialized Assignments:** This is the classification where specialized interpreters are utilized. Technical assignments are the assignments that require a more technical interpretation such as medical, legal, psychiatric, tactile, or scientific assignments. In order to better serve the deaf or hard of hearing customer; our specialized interpreters are matched specifically in their technical area of specialty.

**Last Minute Assignments:** These are assignments that are requested with less than twenty-four (24) business days notice. TCS specializes on Last Minute Assignments. Almost 50% of TCS's freelance interpreting business is last minute requests. TCS boasts a 99% fill rate for all last minute requests.



## **CUSTOMER INFORMATION:**

### **TELEPHONE SERVICES CATEGORY DESCRIPTIONS**

**Video Relay Service (VRS)** is a 24-hour service for the deaf and hard-of-hearing community that enables anyone to conduct video relay calls with family, friends, and/or business associates. Calls are placed and received through a professional sign language interpreter to easily conduct conversations through an interpreter, using the NexTalk platform, over a high-speed Internet connection.

**Text Relay Service (TRS)** is a 24-hour service for the deaf and hard-of-hearing community that enables anyone to conduct video relay calls with family, friends, and/or business associates. Calls are placed, using the NexTalk platform, which enables your part of the conversation to occur in text, while the person you call can conduct their side using their voice.

### **TELEPHONE SERVICES LABOR CATEGORIES**

#### **Video Relay Service Interpreter**

Video Relay Service Interpreters provide interpreting through our secure NexTalk platform over the internet to provide interpreting for all incoming and outgoing calls. Video Relay Service Interpreting is a best value offering for making phone calls, and joining conference calls in the workplace. TCS Associates is able to offer Secured Interpreters for any VRS assignments if the need arises. TCS sets itself apart by offering secured interpreters for Video Relay Services. These services are offered using TCS' secure platform, NexTalk, and provide interpreters that hold Security Clearances for client that should need that service. Those lines of services are secured lines and the NexTalk platform has met the FIPS 140-2 security requirements.

**Minimum/General Experience:** Three or more years in interpreting services. Interpreters must have demonstrated proficiency in grammar and spelling.

**Functional Responsibility:** Responsible for providing sign language interpreting services to the client receiving services.

**Minimum Education:** A minimum of an Associate's Degree in relevant area. An additional two years of experience in the relevant area may be substituted for an Associate's Degree.

#### **Text Relay Service Interpreter**

Text Relay Interpreters provide interpreting through our secure NexTalk platform over the internet to provide interpreting in all business settings without the need of having an actual interpreter onsite. When placing a call through the Nextalk Platform, users have the option to choose a Text Relay call. A Text Relay Interpreter then relays the call to the user through the use of text communication. TCS Associates is able to offer Secured Interpreters for any TRS assignments if the need arises. TCS sets itself apart by offering secured interpreters for Text Relay Services. These services are offered using TCS' secure platform, NexTalk, and provide interpreters that hold Security Clearances for client that should need that service. Those lines of services are secured lines and the NexTalk platform has met the FIPS 140-2 security requirements.

**Minimum/General Experience:** Three or more years in interpreting services. Shall have proven experience with word processing software, including working knowledge of macro functions and editing. Must have demonstrated proficiency in grammar and spelling.

**Functional Responsibility:** Responsible for providing sign language interpreting services to the client receiving services.

**Minimum Education:** A minimum of an Associate's Degree in relevant area. An additional two years of experience in the relevant area may be substituted for an Associate's Degree.



### **CUSTOMER INFORMATION:**

#### **Requirements for all TCS Video and Text Relay Interpreters**

TCS prides itself in providing Certified and qualified interpreters for each and every assignment. Our interpreters have been selected based on their backgrounds in technical interpreting, their familiarity with the federal sector, and their proven competencies in the type of interpreting required by the consumer.

Below are the minimum requirements to be expected from TCS interpreters for the GSA contract:

- TCS interpreters will have, at minimum, one or more of the following certifications; NAD Level III or higher, RID NIC Advanced or higher, and or RID CSC.
- All of TCS's interpreters have one year of professional experience in Video and/or Text Interpreting job(s) and are proficient in sign-to-voice and voice-to sign transliteration.
- Before being hired, TCS interpreters have to pass competency evaluation performed by the TCS staff.

### **CUSTOMER INFORMATION:**

#### **COMMUNICATION ACCESS REAL TIME TRANSLATION (CART) CATEGORY DESCRIPTIONS**

**On-Site CART** is a system designed for meetings, presentations or training sessions. On-Site CART requires a TCS CART writer to be on-site/in-person, with the client receiving the service, at the location where the event is taking place. The transcribed text is real-time and it can either be displayed on the client's laptop or projected on to a large screen for an audience to be read. This service, provided by TCS, helps deaf and hard of hearing CART users' access to the spoken words in real-time.

**Remote CART** is a system designed for meetings, presentations or training sessions. Using state-of-the-art technology, our specialized CART writers listen to the spoken words and produce real-time text through a web browser. Remote CART writers can be sitting anywhere in the United States receiving audio through a Voice Over IP (VoIP) connection or through a regular land line telephone to produce the transcribed text. The transcribed text is real-time and it can either be displayed on the client's laptop or projected on to a large screen for an audience to be read. This service, provided by TCS, helps deaf and hard of hearing CART users' access to the spoken words in real-time.

#### **CART LABOR CATEGORIES**

##### **Real-Time Transcriber/CART Writer**

Real-Time Transcriber/CART Writers possess skills in a broad range of general assignments. Real-Time Transcriber/CART Writers are used in general assignments including, but not limited to, staff/business meetings, interviews, training courses, performance evaluations, and education classes.

**Minimum/General Experience:** Three or more years in transcription projects. Shall have proven experience with word processing software, including working knowledge of macro functions and editing. Transcribers must have demonstrated proficiency in grammar and spelling.

**Functional Responsibility:** Responsible for setting up real-time transcription system, including special vocabulary and terms to be entered on the speech recognition engine utilized. Transcriber will email an unedited final transcription to the client within 48 hours of event.

**Minimum Education:** A minimum of a Bachelor's Degree in relevant area. An additional two years of experience in the relevant area may be substituted for a Bachelor's Degree.

**Requirements for all TCS Real-Time Transcriber/CART Writers:** TCS prides itself in providing Certified and qualified CART providers for all assignments. TCS Real-Time Transcriber/CART Writers have been selected based on their backgrounds in technical translation, their familiarity with the federal sector, and their proven competencies in the areas required by the consumer.

Below are the minimum requirements to be expected from TCS CART providers for the GSA contract:

- TCS requires that all Real-Time Transcribers/CART Writers be Certified CART Provider (CCP) certified through the NCRA (National Court Reporting Association).
- Along with the CCP certification, TCS Real-Time Transcribers/CART Writers will have one or more of the following certifications: Certified Shorthand Reporter (CSR), Registered Merit Reporter (RMR), Certified Real-time Reporter (CRR), and/or Certified Broadcast Captioner (CBC).
- TCS also requires at least 3 years experience in professional settings and our specialized providers are required to have 5 years experience in legal, technical, and professional settings.
- Before being hired, TCS Real-Time Transcribers/CART Writers have to pass competency evaluation performed by the TCS staff.